

HealthCare USA Phone Trends January 2010 to March 2011



HealthCare USA CSO Phone Trend Jan. 2010 - Mar 2011

Phone Statistics	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Calls Received	21,099	20,097	24,937	19,837	19,769	24,977	20,548	21,895	26,553	21,995	18,303	23,119	19,058	18,348	23,870
ASA	8.5	12.7	8.2	8.6	9.2	9.6	9.5	9.3	8.8	8.8	8.8	9.8	9.5	7.5	10.0
Abandon Rate	0.7%	1.2%	0.7%	0.7%	0.8%	0.8%	0.9%	1.5%	1.0%	1.0%	0.9%	1.0%	1.0%	0.7%	1.0%
Calls answered within 30 seconds	91.5%	90.7%	91.3%	90.5%	90.8%	90.2%	89.40%	90.50%	90.30%	90.50%	90.00%	90.20%	90.70%	93.20%	90.00%

